



JOB TITLE: Client Development Manager

Strategyn is a leading innovation consulting firm that continues to grow quickly and is looking to expand its client development team. Started over 30 years ago, Strategyn is a thought leader in the area of jobs theory and the inventor of the [Outcome-Driven Innovation](#) process. Our clients represent leading firms within their respective industries and our innovation process has been applied in just about every industry category.

Clients come to Strategyn for two main reasons: to help them grow faster in markets they are currently in or to find new markets to enter. We are our client's trusted partner for helping them grow. Our theories and service offerings are on the cutting edge of innovation, so business leaders look to us to learn, grow, and thrive.

Our sales process within Strategyn is called client development for a reason. We build long-term, trusted relationships with our clients; many of whom have been working with Strategyn for a decade or more. Our team has the patience and foresight to build long-term relationships and acts with professionalism with every client contact.

RESPONSIBILITIES & DUTIES:

We are looking to add to our client development team with a special person who is passionate about business, innovation and helping clients succeed. The role of Client Develop Manager includes:

- First contact with inbound leads through email and direct calling (we have a strong inbound lead program). There is no cold calling involved in this work.
- Help new clients learn about our methodology by providing them information and connecting them to the right resources within the firm
- Gather critical information about their situation to share with senior team members that will work with you on the client development process
- Follow a defined client development process, ensuring we make the most out of all inbound contacts from interested clients
- Responsible for moving the relationship toward proposal and then helping complete the process to get the project closed and set up for our delivery team

YOU WILL BRING:

- Excellent communication skills, both written and oral
- Ability to communicate within multiple levels of an organization (from managers to VP's or higher)
- Experience in Salesforce or other CRM software a must
- A process-driven mindset – does not skip steps or cuts corners
- Excellent work ethic, never happy until the job is complete
- 5 years prior client development experience – this is not an entry-level position
- No ego or territoriality – this is a team sport
- Desire to grow and stay with the firm – if you succeed, this is a great place to work long-term
- Professional, dignified demeanor – you will be engaging with clients on a daily basis



COME PREPARED:

If you are selected for an interview, a word to the wise, come prepared. We expect a person interested in this role will demonstrate that interest by reading articles and viewing videos that are freely available on our website. It is important to us to understand how you take an important topic like innovation and distill it into your own words. If this sounds intimidating, then this is not the right position for you.

Employment Type: Full-Time Exempt status

Citizenship: Must be USA citizen, living in the USA

Reports to: Chief Customer Officer

Desired Location (others considered): Raleigh NC, or Southeastern US

Expected Travel: 0-10%

Compensation: Competitive base plus variable incentive-based compensation

WHO WE ARE:

Strategyn is an innovation consulting firm that delivers product, marketing, and business model strategies that accelerate growth. We identify new market opportunities and help our customers create groundbreaking products using [Outcome-Driven Innovation \(ODI\)](#), our patented strategy and innovation process that transforms [jobs-to-be-done.com](#) theory into practice. Since 1991, we have helped the world's leading companies launch some of the fastest-growing products in history across a wide variety of industries.

Strategyn is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally recognized basis ["protected class"] including, but not limited to: veteran status, uniform service member status, race, color, religion, sex, sexual orientation, gender expression, national origin, physical or mental disability, genetic information or any other protected class under federal, state, or local law.

Send Resume and Cover Letter to: hire@strategyn.com